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See 37 CFR 1.27.

X | Specification

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UTILITY	00-1718.0

19

Attorney Docket No. Terry Stanley Ryan First Inventor System and Method for Supporting Multiple Call Centers

y for new non-provisional applications under 37 CFR 1.53(b)) APPLICATION ELEMENTS

Total Pages

Total Pages

Signed statement attached deleting inventor(s) named in prior application, see 37 C.F.R.

See MPEP chapter 600 concerning utility patent application contents.

Fee Transmittal Form (e.g., PTO/SB/17) Submit an original and a duplicate for fee processing)

Applicant claims small entity status.

(preferred arrangement set forth below) - Descriptive title of the Invention - Cross References to Related Applications - Statement Regarding Fed sponsored R & D - Reference to sequence listing, a table, or a computer program listing appendix

- Background of the Invention - Brief Summary of the Invention

- Detailed Description

- Abstract of the Disclosure

a. X Newly executed (original or copy)

i. DELETION OF INVENTOR(S)

1.63(d)(2) and 1.33(b). Application Data Sheet. See 37 CFR 1.76

- Claim(s)

5. Oath or Declaration

- Brief Description of the Drawings (if filed)

Drawing(s) (35 U.S.C. 113) [Total Sheets

b. Copy from a prior application (37 C.F.R. 1.63(d)) (for continuation/divisional with Box 18 completed)

PATENT APPLICATION

TRANSMITTAL

Title Express Mail Label No. | EE764491981US **Assistant Commissioner for Patents** ADDRESS TO: **Box Patent Application** Washington, DC 20231 CD-ROM or CD-R in duplicate, large table or Computer Program (Appendix) 8. Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)

a. Computer Readable Form (CRF)						
b. Specification Sequence Listing on:						
i. CD-ROM or CD-R (2 copies); or						
ii. paper						
c. Statements verifying identity of above copies						
c. Statements verifying identity of above copies						
ACCOMPANYING APPLICATION PARTS						
ACCOMPANTING APPLICATION PARTS						
9. Assignment Papers (cover sheet & document(s))						
10. X 37 C.F.R. 3.73(b) Statement Power						
X						
(when there is an assignee) Atto						
11. English Translation Document (if applicable)						
12. Information Disclosure Copies of						
Statement (IDS)/PTO-1449 Citations						

12. [Information Disclosure Statement (IDS)/PTO-14 Preliminary Amendment	Copies of IDS Citations
14.	X Return Receipt Postcard	(MPEP 503)

	(Should be specifically itemized)
15.	Certified copy of Priority Document(s)
	(if foreign priority is claimed)
16	7 D

Date

16 🔽	Request and Certification under 35 U.S.C. 122
🔼	(b)(2)(B)(i). Applicant must attach form PTO/SB/35
	or its equivalent.

6. Application Data Sheet. See 37 CFR 1.76	17. Other:
	d supply the requisite information below and in a preliminary amendment, or in
an Application Data Sheet under 37 CFR 1.76:	

Continuation	Divisional Continuation-in	n-part (CIP) of prior	application No:	
Prior application inform	ation: Examiner		Group / Art Unit;	
For CONTINUATION or D	IVISIONAL APPS only: The entire disc	closure of the prior appl	ication, from which an oath or decla	ration is supplied under
	of the disclosure of the accompanying co			ted by reference. The
incorporation can only be re	elied upon when a portion has been inadv	vertently omitted from t	he submitted application parts.	
	19. CORRES	SPONDENCE AD	DRESS	
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Name (Print/Type)	Anita S. Damian		Registrat	ion No. (Attorne	46,0	056	
Signature	(nuta of a	mian		Dat	te 1/25	5/2002	

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Ryan et al §

Application No.: § Group/Art Unit: Filed: 01/25/2002 § Examiner:

For: System and Method for Supporting § Multiple Call Centers §

BOX NON-PROVISIONAL PATENT APPLICATION Assistant Commissioner for Patents Washington, D.C. 20231

Applicant, by and through his attorney, hereby submits the following documents:

- 1. Utility Patent Application Cover Sheet;
- 2. Application Data Sheet;
- 3. Non-Publication Request Under 35 U.S.C. 122(b)(2)(B)(i);
- 4. Fee Transmittal (w/l copy);
- 5. Non-Provisional Patent Application (19 pages);
- 6. Drawings (4 sheets);
- 7. Declaration;
- 8. Power of Attorney;
- 9. Statement Under 37 CFR 3.73(b);
- 10. Check in the amount of \$740.00; and
- 11. Return receipt postcard

Respectfully submitted,

Anita S. Damian

Registration No. 46,056

LANIER FORD SHAVER & PAYNE, P.C. Customer No. 021491
P.O. Box 2087
200 West Side Square, Suite 50001
Huntsville, AL 35804
(256) 535-1100

Express Mail Label No.: <u>EE764491981US</u>

FIO/30	333 (11-00)
Approved for use through 01/31/2004. OME	0651-0033
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF C	OMMERCE
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NONPUBLICATION REQUEST UNDER 35 U.S.C. 122(b)(2)(B)(i)

First N	amed Inventor	Ryan, Terry S.
Title Call Centers		Method for Supporting Multiple
		00-1718.03

DTO/SP/26 (11 00)

I hereby certify that the invention disclosed in the attached application has not and will not be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing.

I hereby request that the attached application not be published under 35 U.S.C. 122(b).

Date

Signature

Donnie Newman

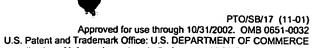
Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application upon filing.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant must notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).





U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

FEE TRANSMITTAL for FY 2002

Patent fees are subject to annual revision.

Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT (\$)740.00

to respond to a collection of	information unless it displays a valid OMB control number.						
Complete if Known							
Application Number							
Filing Date	01/25/2002						
First Named Inventor	Ryan, Terry S.						
Examiner Name							
Group Art Unit	0.						
Attorney Docket No.	00-1718.03						

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METHOD OF PAYMENT(check all that apply)		FEE CALCULATION (continued)				
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Number Deposit Account Lanier Ford Shaver & Payne PC		127 5	227	25	Surcharge – late provisional filing fee or cover sheet	
Name The Com missioner is authorized to: (check all that apply)		139 13	139	130	Non-English specification	
Charge fee(s) indicated below X Credit any overpaymen	nts		_			
X Charge any additional fee(s) during the pendency of this application		147 2,52	0 147	2,520	For filing a request for ex parte reexamination	
Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.		112 920	112	920*	Requesting publication of SIR prior to Examiner action	
FEE CALCULATION]	113 1,840	• 113	1,840*	Requesting publication of SIR after Examiner action	
1. BASIC FILING FEE	-	115 11	0 215	55	Extension for reply within first month	
Large Entity Small Entity	1	116 40	216	200	Extension for reply within second month	
Fee Fee Fee Fee Description Code (\$) Code (\$)	1	117 92	217	460	Extension for reply within third month	
101 740 201 370 Utility filing fee 740.00] [118 1,44	218	720	Extension for reply within fourth month	
106 330 206 165 Design filing fee] 1	128 1,96) 228	980	Extension for reply within fifth month	
107 510 207 255 Plant filing fee] [1	119 32	219	160	Notice of Appeal	
108 740 208 370 Reissue filing fee] [1	120 32	220	160	Filing a brief in support of an appeal	
114 160 214 80 Provisional filing fee] [1	121 28	221	140	Request for oral hearing	
	- I	138 1,510	1	1,510	Petition to institute a public use proceeding	
SUBTOTAL (1) (\$)740.00		140 11	i	55	Petition to revive – unavoidable	
2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE		141 1,28	241	640	Petition to revive – unintentional	
Fee from Extra Claims below Fee Pal	d 1	142 1,28	242	640	Utility issue fee (or reissue)	
Total Claims 6 -20**= 0 x 0 =	0 1	143 460	243	230	Design issue fee	
Independent 3 -3**= 0 X 0 =	0 1	144 621	244	310	Plant issue fee	
Multiple Dependent	0 1	122 13	122	130	Petitions to the Commissioner	
Large Entity Small Entity	1	123 50	123	50	Processing fee under 37 CFR 1.17(q)	
Fee Fee Fee Code (\$) Code (\$) Fee Description		126 186	126	180	Submission of Information Disclosure Stmt	
103 18 203 9 Claims in excess of 20		581 40	581	40	Recording each patent assignment per property (times number of properties)	
102 84 202 42 Independent claims in excess of 3	1	146 740	246	370	Filing a submission after final rejection (37 CFR § 1.129(a))	
04 280 204 140 Multiple dependent claim, if not paid		149 74	249	370	For each additional invention to be examined (37 CFR § 1.129(b))	
109 84 209 42 **Reissue independent claims over original patent		179 740	279	370	Request for Continued Examination (RCE)	
110 18 210 9 **Reissue claims in excess of 2 and over original patent	0 1	169 900	169	900	Request for expedited examination of a design application	
SUBTOTAL (2) (\$)740.00	Ot	her fee (sp	ecify)			
** or number previously paid, if greater, For Reissues, see above	·Re	educed by B	asic Filing	Fee Paid	SUBTOTAL (3) (\$)	

SUBMITTED BY			Complete (if applicable)		
Name (Print/Type)	Anita S. Damian	Registration No. (Attorney/Agent)	46,056	Telephone	(256)535-1100
Signature	Muta Soundar			Date	01/25/2002

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